

**THE EFFECTS OF KNOWLEDGE ENABLERS ON KNOWLEDGE
MANAGEMENT PROCESS: A CASE STUDY OF KOLEJ MATRIKULASI
PERAK, KEMENTERIAN PELAJARAN MALAYSIA**

**By:
AZURA BT. MAT RUSS**

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DECLARATION

I certify that the substance of this thesis has not already been submitted for any degree and is not currently being submitted for any other qualification.

I certify that any assistance received in preparing this thesis and all sources used have been acknowledged in this thesis.

Azura bt. Mat Russ

88046

College of Business

Universiti Utara Malaysia

06010 Sintok

Kedah.

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ABSTRAK

Kajian ini dijalankan bertujuan untuk menentukan kesan elemen-elemen organisasi seperti kepimpinan strategik, budaya organisasi, kemudahan teknologi maklumat dan pengurusan sumber manusia ke atas proses pengurusan ilmu di dalam sesebuah organisasi. Berdasarkan kajian-kajian lepas, elemen –elemen organisasi tersebut perlu diurus secara efektif dan efisien bagi memastikan keberkesanan pelaksanaan proses pngurusan ilmu di dalam organisasi. Kajian kes telah dijalankan di Kolej Matrikulasi Perak, Kementerian Pelajaran Malaysia yang merupakan sebuah institusi pendidikan pra_U. Sekumpulan tenaga pengajar dari Jabatan Sastera, Jabatan Sains dan Jabatan Matematik dan Informatik telah dipilih sebagai subjek kajian. Soalan kajian berbentuk skala Likert telah diberi kepada subjek untuk mengukur sejauh mana subjek kajian bersetuju atau tidak bersetuju dengan kenyataan yang diberi. Hasil kajian menunjukkan aktiviti pengurusan sumber manusia memainkan peranan paling penting dalam menentukan keberkesanan pelaksanaan proses pengurusan ilmu. Ini diikuti oleh elemen budaya organisasi dan kemudahan teknolgi maklumat. Berdasarkan dapatan kajian, penyelidik menyarankan agar organisasi terbabit membentuk polisi sumber manusia yang berkesan..

ABSTRACT

This study is undertaken to determine the effect of organizational elements on knowledge management process. Generally, the objective of this study is to determine the effects of knowledge management (KM) enablers namely strategic leadership, culture, information technology, HR activities on KM process. Based on previous studies, it is important to effectively and efficiently manage these organizational elements (KM enablers) in order to have a successful KM process. This study was conducted in Kolej Matrikulasi Perak, Kementerian Pelajaran Malaysia; an educational institution offering a pre-university program. This research is a cross-sectional research which uses a case study approach. The respondents of this study were the academic staffs of Department of Sciences, Mathematics and Arts. Questionnaires consisting five point Likert scale was used to measure how strongly respondents agree or disagree with the statements. In the case of Kolej Matrikulasi Perak, the most important factor affecting implementation of KM process is its human resource activities, followed by organizational culture and information technology. Based on the findings, the researcher suggests that the top management of this college to form a strong human resource policies in order to obtain full utilization of knowledge in the organization.

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CHAPTER 1

RESEARCH BACKGROUND

1.0 Introduction

This chapter provides general overview about the research topic in six sections. Section one discusses the background of the study. Section two provides the problem statement of the study while section three discusses the context of the study. Section four provides the research objective of the study. Section five discusses the significance of the study and section six provides definition of terms.

1.1 Background of the Study

The advent of knowledge economy has motivated many organizations to capitalize their knowledge assets in order to improve their product and services. The process of managing and applying knowledge has become a top priority in many organizations that observe its potential in improving their performance and competitiveness. It is believed that the great interest in knowledge management (KM) is the result of several driving forces. Kalpic and Bernus (2006) explained these driving forces which lead to the birth of KM in the early 1990s. First, there was a growing concern of how to deal with more complex business environment whereby there are more intense competition, rapid development of technology and more sophisticated consumer demand. Secondly, the idea of KM has created the awareness of the importance of company knowledge in the form of

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